



BMSW5102

DEVELOPING RELATIONSHIPS AND WORKPLACE ACHIEVEMENTS

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This report introduction is based on the company I have been working for several years. The company in question "*Vinoteca Ltd*" has its registered office in London and is a chain of 6 restaurants with possible new openings in different areas of the British territory.

The purpose of this short report is to give an overview of the techniques and tools used by the human resources department, considering the management of more than two hundred employees. The report will be conducted simulating a collaboration in the role of an HR officer and will question the modus operandi that *Vinoteca Ltd* adopts for the training and developing management of new and above all current resources. Over the years, *Vinoteca Ltd* has used various HR management software, based on the size of the organization and the number of collaborators, but with the expansion into different areas and therefore the opening of new restaurants, HRM uses a software called *Selima*. This software is a human resource management system and uses a cloud system to simplify management and workforce processes. This portal has specific functions and greatly helps HRM keep staff engaged, creates feedback campaigns for workers, manages profiles, organizes holidays, manages payroll and more. In addition to the use of software, the *Vinoteca* HRM makes use of collaborators who develop weekly or monthly different types of training to ensure that employees are updated on the products and services that the company offers.

Clearly, both the software and the management of the HRM have pros and cons, the reading of the final report will be supported with the adaptation of different training techniques and developing vehicles used by me as HR officer, using a critical key and applying different models like *Holland* and *Schein*. In addition, the role of HRM itself will be discussed, how to manage and motivate individuals or groups, a summary of career stages and how to conduct a coaching analysis comparing models such as *Kinlaw* and *Fournier*.